

**Illinois Department of Healthcare and Family Services
Public Education Subcommittee Meeting
August 25, 2011.**

401 S. Clinton Street, Chicago, Illinois
201 S. Grand Avenue East, Springfield, Illinois

Committee Members Present

Kathy Chan, IMCHC
Susan Vega, Alivio Medical Center
Margaret Stapleton, Shriver Center (for John Bouman)
Henry Taylor, Mile Square Health Center
Terri Gendel, Age Options

Committee Members Absent

Courtney Hedderman, AARP
Judy King, Consumer Advocate
Tamela Milan, Westside Health Start
Hardy Ware, East Side Health District
Suzanna Gonzalez, Mac Neal Hospital

Interested Parties

Margaret Dunne, Beacon Therapeutic
Andrea Kovach, Shiver Center
Diane Montanez, Alivio Medical Center
Jessica Williams, CPS
Esther Schiamarella, CHHC
Nelson Soltman, Legal Assistance Foundation
John Jansa, Progress CIL
Michael Lafond, Abbot
Naden Israel, Heatland Alliance
Maria Shabanova, Maximus (HSED)
Jacqueline Gonzalez, CHHC
Deborah Mathews, DSCC
Diane Montanez, Alivio Medical Center
Lucero Cervantes, ICIRR
Dairy Velazquez, ICIRR
Callie Dendinos, Shiver Center
Dionne Haney, Illinois State Dental Society
Ollie Idowll, IPMCA
Robin Scott, CDPH

HFS Staff

Jacqui Ellinger
Lynne Thomas
Donna Drew
Robyn Nardone
Victoria Nodal
Glenda Mason
Cathy Jarrett
Dennis Leonard
Sally Becherer
Veronica Archundia

DHS Staff

Jennifer Hrycyna

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The MAC Public Education Subcommittee was called to order at 10:01 a.m.

1. **Introductions.** Andrea Kovach chaired the meeting. Attendees in Chicago and Springfield introduced themselves.
2. **Review of Minutes.** Jennifer Hrycyna recommended a change under the section “Open to the Committee” by replacing the phone stamps with the Phone System Interview. The minutes were approved as amended.

3. Address Change Process

Dennis Leonard, from the Division of Medical Programs, indicated that as part of a collaborative effort to improve our customer service and the accuracy of address information, beginning July 14, 2011, the customer HFS hotline has been supporting the Department of Human Services in the processing of requests to update changes of address and telephone numbers. This service is only available for medical cases and excludes the Medical Field L.O. 200. Mr. Leonard remarked that from the time when this initiative was launched, the HFS hotline has processed 1,200 address change requests.

4. State Medicaid Reform Implementation

Jacqui Ellinger, Deputy Administrator of the Medical Programs, discussed two handouts. One of them was the letter that director Julie Hamos sent in April, 2011 to the Center for Medicare & Medicaid Services (CMS) seeking federal guidance regarding the changes under Medicaid Reform, which would require increasing the verifications for income and residency. The second handout was the response received in June from CMS which indicates that the implementation of such procedural changes would constitute a violation of Maintenance of Effort (MOE). Ms. Ellinger added that CMS had implied that Illinois could conduct electronic verification as much as possible.

Jacqui noted that, in the meantime, the eligibility rules for Healthcare Reform have been released, and it's clear that the federal government is putting great emphasis in automation. HFS, in collaboration with DHS, is making significant progress in developing a new automated Secretary of State (SOS) Illinois residency verification protocol that would allow staff to match applicant data against the driver license and state identification records. She added, in the event that it is not possible to verify the applicant's residency electronically, staff will follow existing policy to obtain a verification. She remarked that HFS and DHS are committed to taking the measures that are federally allowed to confirm that the information people provide is correct and to ensure the integrity of our programs. HFS expects that the automated connection with the Secretary of State will be in place by late fall.

5. Updates:

Web Redetermination: Jennifer Hrycyna, from DHS, reported that the Department of Human Services is currently working on the development of an online redetermination process which will enable recipients to complete and submit their redetermination forms over

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the Internet. She remarked that the intention is to offer a channel which would be more user-friendly than the Phone System Interview (PSI), since the web page redetermination format provides help screens and more details about how to answer questions. The rollout of the redetermination web page is expected to target medical cases only. Meanwhile DHS is seeking an official response from the federal government regarding a waiver for SNAP cases, since SNAP policy requires a face-to-face interview once a year.

All Kids Alert: Vicky Nodal, from HFS, reported that the intention of the All Kids alert issued in April was to clarify existing policy about documentation requirements for non-citizens applying for medical benefits, which was prompted by an audit showing that the All Kids Unit was not receiving the documentation necessary in those particular cases. In response to the concerns and questions that were raised, HFS issued a revised alert in July that clarifies who needs to provide additional information and specifies the type of documentation that is required.

Stepparent Income. Vicky Nodal stated that DHS caseworkers recently received a memorandum that clarifies the appropriate procedure to determine medical eligibility for undocumented children when there is a stepparent in the home, his or her income must be counted in all instances. She remarked that the policy is different for children who are citizens or qualified legal immigrants. For this second group of children, DHS always counts the total household income, and, if the stepparent's income causes a child to be ineligible under All Kids Assist, then DHS completes a second determination of eligibility without the stepparent's income. Ms. Nodal noted that the All Kids Unit counts stepparent's income for all children, regardless of their immigration status. She added that the issuance of this memorandum was prompted by an audit, and the intention is to provide clarification to case workers at the DHS Local Offices.

Eligibility System for Health Care Reform. Jacqui Ellinger discussed a power point presentation developed by Mike Koetting, HFS Deputy Director of Planning and Implementation that provides a general context for the integrated eligibility system. The presentation represents preliminary work in preparation for Health Care Reform. She noted that there is a strong governance group that involves the Department of Insurance (DOI), the Department of Human Services (DHS), and Healthcare and Family Services (HFS). The goal is to develop a "virtual department of eligibility," a system that further integrates the ability to support the existing programs that involve TANF, SNAP, and medical programs.

Kathy Chan, from IMHC, provided an update regarding the Illinois Health Insurance Exchange Legislative Study Committee, which is a bipartisan task force, comprised by three members from each caucus. The task of the study committee is to have a report by September 30th and provide recommendations for the Health Benefits Exchange, with the intent of having legislation ready for the fall legislative veto session. There was robust discussion among members. Some participants recommended replicating the function of the All Kids Application Agents as a "navigator or help-promoter" for individuals who may require additional help in accessing and navigating the medical system.

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6. Announcements

MIPPA. Jacqui Ellinger introduced the MIPPA topic. She indicated that this is federal legislation that modified the enrollment process for seniors and people with disabilities who are interested in applying for Medicare cost sharing benefits. She noted that HFS has implemented the changes required by the federal government and currently, is in the process of updating its rules. Several members questioned the process outcomes. Due to time constraints, and in order to clarify in detail the application process, as well as to address committee members' concerns, it was agreed to schedule a follow-up conference with HFS staff from the Bureau of Medical Eligibility and Special Programs.

Rulemaking: Jacqui Ellinger advised committee members as of August 26, 2011, HFS is publishing the rules in the Illinois Register to codify the following changes:

- All Kids program required by PA 96-1501, Medicaid Reform, changes made to 89 Ill Adm Code 123.
- Rules codifying changes required by the Medicare Improvements for Patients and Providers Act (MIPPA) of 2008 – Illinois Register July 15, 2011, Vol 35, Issue 29 pp.11094-11125, Changes made to 89 Ill Adm Code 102, 110, and 120.

Committee members were invited to review the filings and submit any comments as directed in the Illinois Register.

7. Revised 2011 Meeting Schedule

Committee members discussed the motion to meet every other month during the remainder of the year, and it was agreed to meet on 10/20 and 12/08. The motion was voted upon and unanimously approved.

8. Open Discussion

Kathy Chan inquired if there has been any reaction from the public regarding the recent income cap for the All Kids program. Lynne Thomas, Chief of the Bureau of All Kids, indicated that there have been very few inquiries. She added, however, the hotline has received some comments from families whose children's eligibility will end June 30, 2012.

Blue Cross and Blue Shield recently announced a period of open enrollment for "child only" insurance policies on its web site that ended on August 15, 2011, and it is anticipated that there will be another opportunity to enroll between January and July 2012.

9. Next meeting/adjournment

The next meeting is scheduled for October 20, 2011, from 10:00 a.m. to 12:00 p.m. The August 25, 2011 session was adjourned at 12:04 p.m.